Chapter 4. Telephones

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4. Telephones

The right phone for the User:

With a wide choice of telephones, supporting both digital and IP interfaces, Avaya IP Office has always the right phone for a user.

Key-driven phones for the cost-sensitive customer

The 1600 IP phone and 1400 digital phones are classical, cost effective Telephones designed especially around the needs of the Small and Mid-Size Business customer. Keys with clear red and green LEDs make access to lines and feature a breeze. These phones are especially well suited for cost sensitive customers as well in scenarios where "key-system-functionality" is needed. They provide an easy migration pass for users that have been accustomed to e.g. the 4400 line or the PARTNER line of digital telephones.

Paperless phones for fast installation and cost efficient changes:

The new 9600 IP phones, as well as the 5600 IP and 5400 Digital telephones are especially welcomed where a low cost of ownership is important. All phones are equipped with paperless keys, making it easy to change features and button assignments from remote. The shift/page button allows access to a large number of lines or features that are shown dynamically in the display, making access to IP Office functionality easy while providing a clean, easy to use user-interface.

Access to phones everywhere in and IP Office Network (SCN):

With support of hotdesking across a large line of telephones, IP Office phones are perfect in an environment where people change their workplace regularly. With a simple login, users can make any telephone, digital or IP, their personal extension. This works not only in a single IP Office but also across a "small community network", making traveling from one company site to another a breeze.

Even better, on 9600, 1600 and 1400 telephones, this functionality has been further enhanced by providing a centralized call log, directory and personal settings. When hotdesking to a different phone, call-logs and directory are instantly updated and synchronized over the network, eliminating e.g. lost calls as the call log was not available at a remote site.

Avaya IP Office Desktop phones are designed to meet typical user needs in the small and mid business market:

- **Walk Up**
  Phones in common areas like a meetings room, lobby or store. The phones are normally used by casual users that walk-up to a phone where they make a quick phone call. Normally, no sophisticated features are needed.
  - **Example user:** Customer, Visitor.
- **Everyday**
  Users that need a phone on their desk as part of their everyday job. While having a phone is important, the phone is just another tool on the desk for users using several alternative communication technologies.
  - **Example user:** Engineer, Accountant.
- **Receptionist/Assistant**
  A typical user manages a lot of calls, often as a significant part of their job. In many cases they also manage calls for others users and need to be efficient in connecting callers to the right people.
  - **Example user:** Executive Assistant, Receptionist.
- **Executive**
  For these users, handling a lot of calls is essential and they are constantly on the phone. Quite often, they handle multiple calls; they must always be connected, even when mobile. They require a set of rich, yet easy to use communication capabilities.
  - **Example user:** Sales Executive, Banker, Lawyer, Project leader.

Phones for the different Usage categories:

- **Walk Up:** 1603, 1403, 5402/2402, T3 Compact (Europe only)
- **Everyday:** 1603SW (Basic Everyday), 1608, 9620/9620C, 1408, 5610SW/4610SW, 5410/2410, T3 Classic (Europe only)
- **Receptionist/Assistant:** 1616 (with BM32 if needed), 9650 with SBM24, 1416 (with DBM32 if needed), 5621/4621SW with EU24, 5420/2420 with EU24, T3 Comfort (Europe only)
- **Executive:** 9630, 9640, 5621/4621SW, 5420/2420, T3 Comfort (Europe only)

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9600 Series IP Telephones

Avaya one-X Deskphone is a family of next generation IP telephones that delivers a new and unique communications experience to drive increased productivity.

The Avaya one-X Deskphone family features an intuitive user interface which helps to make users proficient and confident in performing common telephone tasks such as setting up a conference call or completing a transfer. With high quality audio it is much easier to hear and understand other people, which speeds business while reducing fatigue and stress. The Avaya 9600 Series Deskphones are built with future growth and enhancement in mind, with many modular add-ons that can be added as they are needed – protecting investments and leading to improved total cost of ownership. The new telephones also feature a very stylish and professional design including support for customized display screen saver images and custom faceplates with company logos.

- The 9620L/9620 C: a member of the Avaya one-X Deskphone Edition family, is specifically designed for the everyday telephone user—those who rely on multiple communications tools such as e-mail and IM, yet still require a high quality and intuitive telephone for voice communications. The 9620L IP Telephone features a high resolution 3.45 inch (9 cm) diagonal monochrome backlit display – while the 9620C features a color display for even better readability. The 9620L/C support up to 12 call appearances / administered feature keys - with three concurrent line appearances visible at any time.
- The Avaya 9650/9650C: The Avaya 9650 IP Telephone, a member of the Avaya one-X Deskphone Edition family, is specifically designed for the "navigator" telephone user. Navigators, such as building receptionists and executive admin staff, frequently manage calls for themselves and for groups of people. The 9650 features built-in button module functionality with one-touch access to bridged appearances, speed dials and feature keys. The Avaya 9650 IP Telephone delivers advanced communications capabilities, high definition audio, an integrated WML application interface, and comprehensive one-touch access. This is the ideal solution for receptionists, executive assistants, contact center agents as well as knowledge workers who need quick access to features and call appearances. The 9650 IP Telephone features a 3.8 inch (9.65 cm) diagonal ¼ VGA quality gray-scale pixel-based display with adjustable angle, while the 9650C enhances usability with a color display for even better readability. The 9650 supports up to 24 call appearances / administered feature keys.
- The Avaya 9630G/9640/9640G: a member of the Avaya one-X Deskphone Edition family, the 9640 IP Telephone with high resolution color display is specifically designed for the executive telephone user. The 9630G IP Telephone features a native Gigabit switch and a 3.8 inch (9.65 cm) diagonal monochrome backlit display - which has been enhanced with higher resolution (1/4 VGA) compared to other available monochrome telephones from Avaya. The 9640 IP Telephone features a 3.8 inch (9.65 cm) diagonal high resolution color backlit display. The 9640G model has the same functionality as the 9640, and adds native support for Gigabit. The 9630/9640 supports up to 24 call appearances/administered feature keys with six concurrent line appearances visible at any time.

Common to all phones of the 9600 line on IP Office are two access modes to important IP Office features: Features can be assigned to the line/feature key of the telephone for easy and quick one-touch selection of the functionality giving users of other Avaya telephones a consistent user-interface.

In addition the features can be accessed through a menu, allowing quick access to seldom used features or even functionality that is not administered to a key. Similar to menus found on mobile and smartphones, this intuitive, “self-service” access frees the user from limits imposed by the number of keys on a telephone and allows access to the vast functionality of IP Office.

The status indication presents a clear view of important call settings like call forwarding numbers.

Visual Voice gives menu access to the voicemail messages received by a user for quick retrieval of the most critical information.

Personal and centralized directory access makes calling a breeze. A centralized call log allows one-touch call-back of missed calls, and is fully synchronized with other Avaya IP phones or the one-X Portal application.

Full user mobility between different 9600 phones, 1600 phones and 1400 digital phones support hotdesking and user mobility between different phones with access to all the features found on the ‘home’ phone.

Customers are becoming more aware of the need to conserve energy due to costs and environmental considerations. The 9600 series phones have best in class power performance with the 9620L meeting PoE Class 1, and all other models being Class 2, including the Gigabit versions. Over the life of a product the reduced power demand of the 9600 series results in significant cost savings for customers when compared to other competitive offerings that require more power, such as PoE Class 3 devices.

Please note that the 9600 phones are supported on IP Office IP500 and IP500 V2 hardware only!

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9620L, 9620C IP Telephones

Avaya 9620 IP Telephones are specifically designed for the everyday telephone user – those who typically rely on multiple communications tools such as e-mail and instant messaging (IM), yet still require a high quality and intuitive telephone for voice communications.

The Avaya one-X Deskphone family features an intuitive user interface which helps to make users proficient and confident in performing common telephone tasks such as setting up a conference call or completing a transfer.

With access to up to 12 lines and features through a simple-to-navigate interface, plus a clear view of 3 lines/features with LED indicators, the phones are efficient to use while the small footprint consumes minimal space on a users desktop.

Works on:	IP Office	Communication Manager
9620L	✓	✓
9620C	✓	✓

Common Features:

- **Display/Housing:**
  - 7-line 3.45 inch backlight graphical display with 320*160 pixels. 9620L: grayscale; 9620C: color
  - Flip stand/dual position
- **Fixed Buttons:** 10 plus Four-way navigation cluster button.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button(LED), Headset button(LED).
  - Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen.
  - Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.
- **Programmable/Contextual buttons:**

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    - 4 contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.
    - 12 virtual Appearance/Feature buttons, accessible through navigation cluster. Three features shown at a time with three LED indicators.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Features Menu:** Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.
- **Speakerphone:** Full duplex speakerphone
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:**
    - Centralized call log and contact application, fully transparent between 9600 phones, 1408/1416/1608/1616 phones and one-X Portal for IP Office.
    - Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 phones on Communication Manager is not available on IP Office.
    - Access to company directory and Visual Voice applications on IP Office.
- **External Applications:** WML Application Interface
- **Upgradeable Firmware:** Yes.
- **Expansion:**
    - **Adapter interface:** 9620L none, 9620C, one expansion module interface for e.g. Gigabit Ethernet adapter.
    - **USB adapter:** 9620L none, 9620C: yes
- **Color:** Black.
- **Mounting:** Desk or wall mountable with optional wall mount adapter.
- **Supports the following languages:** English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
  Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any other not listed above, the display will show a mixture of the new language and the user's default language on IP Office.

Requirements for IP Interface:

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or optional wall plug local power supply. 9620L: PoE Class 1, 9620C PoE Class 2
- **Codecs/audio:** G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control.
  Ready for future support of G.722 wideband codec.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.
- **Support of optional Gigabit Ethernet Adapter:** 9620L: external. 9620C integrated adapter using adapter interface.

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9630, 9640, 9640G Telephone

Smart, sleek, stylish and highly functional, the Avaya 9640 IP Telephone is designed for the Essential user, those for whom the telephone is essential in order to perform their jobs. Workers who conduct much of their business on the phone — moving from one call to the next. The Avaya 9630/9640 delivers advanced communications capabilities — high definition audio, a brilliant high resolution pixel based color display on the 9640, an integrated WML application interface, one-touch access to Avaya IP Office mobility or forwarding features — in a solution designed for those who are absolutely dependent on voice communications for their business operations.

With built in Gigabit Ethernet on the 9630G and 9640G, these phones are also perfectly suited for customers with very high requirements for data network performance.

Works on:	IP Office	Communication Manager
9630G	✓	✓
9640	✓	✓
9640G	✓	✓

Common Features:

- **Display/Housing:**
  - 9-line 3.8 inch backlight graphical display with 320*240 pixels. 9650: grayscale; 9650C: color
  - Flip stand/dual position
- **Fixed Buttons:** 11 plus Four-way navigation cluster button.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button(LED), Headset button(LED).
  - Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen. Call Forward shortcut button
  - Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.
- **Programmable/Contextual buttons:** 10.
  - 4 contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.
  - 6 self-labeled Appearance/Feature buttons with LED for access to 24 administered Appearances/Features at the side of the display.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Features Menu:** Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.

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- **Speakerphone:** Full duplex speakerphone
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:**
  - Centralized call log and contact application, fully transparent between 9600 phones, 1408/1416/1608/1616 phones and one-X Portal for IP Office.
  - Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 phones on Communication is not available on IP Office.
  - Access to company directory and Visual Voice applications on IP Office.
- **External Applications:** WML Application Interface
- **Upgradeable Firmware:** Yes.
- **Expansion:**
  - 2 Adapter interface:
  - USB 1.1 adapter
  - SBM24 Module interface for up to 3 x SBM 32-button expansion modules (Note: If more than one button module is used, Power Class of phone needs to be switched to Power Class 3)
- **Color:** Black.
- **Mounting:** Desk or wall mountable with optional wall mount adapter.
- **Supports the following languages:** English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
  Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any not listed above, the display will show a mixed of the new language and the user's default language on IP Office.

Requirements for IP interface :

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or optional local power supply: Power Class 2 for all models including GiG-E versions.
- **Codecs/audio:** G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control. Ready for future support of G.722 wideband codec.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:**
  - 9640: Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.
  - 9630G/9640G: Gigabit Ethernet (10/100/1000) line interface with a secondary 10/100/1000 port for co-located laptop or PC with VLAN separation.
  - Support of optional integrated Gigabit Ethernet adapter using adapter interface.

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9650, 9650C IP Telephones

Smart, sleek, stylish and highly functional, the Avaya 9650 IP Telephone is designed for the Essential and Navigator user profiles who need one touch access to features and bridged appearances of team/Partner buttons. Building receptionists, executive admin staff are examples of Navigator users who answer incoming calls, transfer customers to other extensions and monitor several bridged appearances throughout the day. This is the ideal solution for receptionists, executive assistants, Contact Center Agents as well as Knowledge workers that need quick access to partner and team features.

Works on:	IP Office	Communication Manager
9650	✓	✓
9650C	✓	✓

Common Features:

- **Display/Housing:**
  - 9-line 3.8 inch backlight graphical display with 320*240 pixels. 9650: grayscale; 9650C: color
  - Flip stand/dual position
- **Fixed Buttons:** 10 plus Four-way navigation cluster button.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button (LED), Speaker button(LED), Headset button(LED).
  - Avaya Menu button (browser, options and settings access), Telephony application button – to return to main telephone screen.
  - Contacts button, Call log button (LED), quick-access voicemail Message button with LED and corner message indicator.
- **Programmable/Contextual buttons:** 15.
  - Four contextual softkey buttons. Context sensitive allocation of e.g. Hold, Transfer, Conference and more.
  - 3 self-labeled Appearance/Feature buttons with LED for access to 24 administered Appearances/Features at the side of the display.

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    - 8 Additional self-labeled Appearance/Feature buttons with LED with direct access to 2*8 Appearances/Features.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Features Menu:** Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.
- **Speakerphone:** Full duplex speakerphone
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:**
    - Centralized call log and contact application, fully transparent between 9600 phones, 1408/1416/1608/1616 phones and one-X Portal for IP Office.
    - Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls). Please note that the Voice-dial feature of the 9600 phones on Communication is not available on IP Office.
    - Access to company directory and Visual Voice applications on IP Office.
- **External Applications:** WML Application Interface
- **Upgradeable Firmware:** Yes.
- **Expansion:**
    - 2 Adapter interface:
    - USB 1.1 adapter
    - SBM24 Module interface for up to 3 x SBM 32-button expansion modules (Note: If more than one button module is used, Power Class of phone needs to be switched to Power Class 3)
- **Color:** Black.
- **Mounting:** Desk or wall mountable with optional wall mount adapter.
- **Supports the following languages:** English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).
  Note: While it may be possible to download other languages onto the phone, this will not be applicable to any data sent by IP Office. If you switch the language to any not listed above, the display will show a mixture of the new language and the user's default language on IP Office.

Requirements for IP interface:

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or optional local power supply: Power Class 2
- **Codecs/audio:** G.711, G.729a/b, G.726, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control. Ready for future support of G.722 wideband codec.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.
    - Support of optional integrated Gigabit Ethernet adapter using adapter interface.

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Accessories

SBM24 Adapter Module

The SBM24 Expansion Module is an optional device that extends the number of call appearances and Feature buttons available on the telephone. The SBM24 Expansion Module is supported on the 9630, 9640 & 9650 IP Phones and provides 24 additional programmable buttons - to be configured as call appearances, bridged appearances, or feature keys. A maximum of three SBM24 modules are supported on a single phone.

- 24 programmable call appearance/feature keys.
- Two backlight LCD screens for button labels. Buttons automatically labeled from the system (no paper labels).
- Connects directly to the associated phone.
- No separate power supply needed. However, using more than one button module changes the power class of the phone to Class 3.

The total number of SBM24 button modules supported on one IP Office system is 42, subject to the total system limits. Please refer to System Button Module Support 88 for the total system limitations of button modules on IP Office.

A Button Module adapter (Ferrite adapter), is required when SBM24 button expansion module is used with the 9630G or 9640G IP telephones.

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Bluetooth Adapter

The Bluetooth Adapter for 9600 Series IP Telephones allows Bluetooth communications devices such as headsets to interoperate with 9600 Series telephones. The adapter allows highly mobile workers to use the same Bluetooth headset with their 9600 Series Deskphone as they use with their cell phone.

The Avaya ABT-35H Bluetooth headset when used with the Bluetooth Adapter supports a wireless range of up to 30 feet from the Deskphone and provides simple call control (answer, hang-up) directly from the headset.

For users while at their desk, the Bluetooth Adapter allows the freedom of hands free communication along with investment protection for those already utilizing Bluetooth headsets while on the go. It supports the Avaya ABT-35 as well as many other third party Bluetooth Headsets

The Bluetooth Adapter can be used with all 9600 phones except the 9620L. It requires a separate "Wedge stand".

Gigabit Ethernet Adapter

The 9600 Gigabit Ethernet Adapter can be fully integrated into a wedge stand of the 9600 phones and provides a transparent upgrade option if customers decide to install Gigabit Ethernet at a later date. It is fully integrated into the management interface of the 9600 phones. It requires a separate "Wedge stand".

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1600 Series IP Telephones 1400 Series Digital Telephones

Avaya one-X is a portfolio of communications solutions that deliver a powerful and consistent communications experience for the end user – across a variety of devices and interfaces. Avaya one-X solutions provide Intelligent Access to Intelligent Communications driving enhanced productivity and competitive advantage.

Avaya one-X Deskphone Value Edition, also called the 1600 Series of IP telephones, is a family of cost effective IP Telephones designed especially around the needs of the Small and Mid-Size Business customer.

For users of a digital solution, the 1400 Series of Digital telephones offer the same functionality and consistent communication experience on a line of digital telephones, giving customers the choice to select the right solution regardless of the method of connection.

With IP Office Release 6, the line of 1600 phones has been further enhanced with the 1600-I series, providing an easier-to-read graphical display with white backlight, consistent with the displays of the 1400 family.

Designed with the reliability you expect from Avaya, one-X Deskphone Value Edition telephones provide critical features and capabilities not often found in competitively priced models.

The family of 1400/1600 phones consist of three models, designed around different user needs:

- The 1403/1603 phone is designed for the Walk Up user and basic Everyday user. For a Walk Up scenario, the 1403/1603 is used common areas in offices, stockrooms, lobbies, or drop-in desks. Users can be building visitors, employees, or even customers who need a phone with a simple, familiar user interface. The 1603 phones comes in two versions: The 1603, a basic phone without Ethernet switch for locations where no PC is connected to the phone, typically for the walkup user, as well as the 1603 SW, with a basic Ethernet switch to connect additional components to the phone, well suited for the basic Everyday user.
- The Avaya 1408/1608 IP Telephone is designed for the Everyday user. Everyday users typically rely on several forms of communication including voice and email – and while they require a quality telephone, they rarely handle large amount of calls at the same time. Cubicle workers and sales staff are examples of Everyday users for whom the 1408/1608 delivers a productivity-enhancing telephone.
- The Avaya 1416/1616 IP Telephone is designed for the Receptionist/Assistant user. Receptionists, secretaries, and managers are examples of this type of user – people who answer incoming calls, transfer customers to different departments or extensions, and monitor several line appearances throughout a typical day. For the Receptionist/Assistant user, the 1416/1616 provides the most one-touch line/feature/speed-dial buttons without the need to scroll through on-screen lists.

All 1400/1600 phones share a consistent design line and feature a button-centric layout. With fast access to all needed features like hold, transfer and conference, easily readable back-lit displays and a stylish design, they are an important addition to the Avaya portfolio of phones for the Small and Mid-Size market.

All phones share a number of feature keys with clear, paper labels. On the 1408/1608 and 1416/1616, features are also available through a feature list on screen that makes selecting features and line appearances easy even when hotdesking to another phone.

The phones are accompanied by a complete set of accessories like cost efficient power supplies, easy to use paper labels and spare parts. For powering options for the 1600 IP phones refer to the section Power Options for IP Telephones 165.

For easy and efficient generation of labels, free DESI printing software is available from http://support.avaya.com (on the 1600 Phone Series page). This can be used to print all labels correctly formatted on plain paper or available DESI labels. A PDF document with correct formatting can also be downloaded. Additionally, labels can be printed in the correct format directly from IP Office Manager.

For 1600 Series phones requiring Gigabit Ethernet support, a Gigabit Ethernet adapter is available - providing 10/100/1000 Mbps support for both the 1600 Series phone and co-located laptop or PC.

Note that no Ethernet cable is included with the 1600 Series phones. If a cable is needed, it should be ordered separately at the required length.

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1603 and 1603SW IP Telephone 1403 Digital Telephone

This telephone is best suited for the Walkup and Basic Everyday user.

Works on:	IP Office	Communication Manager
1603	✓	✓
1603 SW	✓	✓
1603-I	✓ (R6)	✓
1603SW-I	✓ (R6)	✓
1403	✓	✗

The Avaya 1403/1603 supports 3 line appearances. Each of the buttons includes dual LEDs (red, green) providing explicit status for the user. For a familiar look and feel, the 1403/1603 includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold, and mute. In addition, the 1403/1603 includes a 2-way speakerphone. The display on the 1403/1603 measures two lines by 16 characters and is backlit for easier viewing in all lighting conditions.

The 1603 SW telephone has the same features/functionality as the 1603 phone, it adds on top of that however a secondary Ethernet port and is therefore targeted at the basic Everyday user.

The newly introduced 1603-I/1603SW-I are functionally equal to the 1603/1603SW but feature a higher quality graphical display with white backlight, identical to the display of the digital 1403 telephone.

Common Features:

- **Display/Housing:**
  - Backlit display – 2 rows by 16 characters. Green backlight for 1603/1603-SW, white backlight for 1603-I, 1603SW-I, 1403.
  - Reversible wedge stand for desktop and wall-mount use.
- **Fixed Buttons:** 10.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button, Speaker button.
  - Avaya Menu button (options and settings access).
  - Hold button, Conference button, Transfer button, Drop button, Redial button.
- **Programmable/Contextual buttons:** 3.
  - 3 line appearance key buttons – with dual LEDs (red, green) and paper labels (Printing tool available).

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- **Key Labels:** Icons and text used on fixed feature keys.
- **Speakerphone:** Two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** No.
- **Upgradeable Firmware:** Yes.
- **Expansion:** None.
- **Color:** Black.
- **Mounting:** Desk or wall mountable.

Requirements for 1403:

- Connect to: Digital Station (DS) port.
- Power Supply: From phone system.

Requirements for IP interface: (1603, 1603SW, 1603-I, 1603SW-I)

- **Power Supply:** Optional IEEE 802.3af Power over Ethernet (PoE) adapter (class 2) or optional wall plug local power supply.
- **Codecs/audio:** G.711, G.729a/b, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** 1603 - Single Ethernet (10/100) line interface. Support of optional Gigabit Ethernet Adapter.
- **Ethernet Ports:** 1603 SW Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation. Support of optional Gigabit Ethernet Adapter.
    - Well suited for everyday use, where typically smaller sized data files transferred (web, email file attachments) or less demanding data-transfer application/usage (thus less sensitive to data transfer completion times).
    - For highly demanding data traffic processing with large amounts of small packets we recommend the 1616 phone for full speed data throughput.

Language Support:

- 1403/1603: Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone)

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1608 IP Telephone 1408 Digital Telephone

This telephone is best suited for the Everyday user.

Works on:	IP Office	Communication Manager
1608	✓	✓
1608-I	✓ (R6)	✓
1408	✓	✓ (in future)

The Avaya 1408/1608 supports 8 line appearances / feature keys. Each of the buttons includes dual LEDs (red, green) providing explicit status for the user. For a familiar look and feel, the 1408/1608 includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold, and mute. In addition, the 1408/1608 includes a high quality two-way speakerphone, and supports a broad portfolio of Avaya wired and wireless headsets through its integrated headset jack.

The 1408/1608 features a context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs. The display on the 1408/1608 measures three lines by 24 characters and is backlit for easier viewing in all lighting conditions.

The newly introduced 1608-I is functionally equal to the 1608 but features a higher quality graphical display with white backlight, identical to the display of the digital 1416 telephone.

Common Features:

- **Display/Housing:**
  - Backlit display – 3 rows by 24 characters. Green backlight for 1608, white backlight for 1608-I, 1408.
  - Dual position flip stand.
- **Fixed Buttons:** 15 plus Four-way navigation cluster button.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button, Speaker button, Headset button.
  - Avaya Menu button (options and settings access), Telephony application button – to return to main telephone screen.
  - Hold button, Conference button, Transfer button, Drop button.

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- Contacts button, Call log button, Redial button, quick-access voicemail Message button.

- **Programmable/Contextual buttons:** 11.
  - 8 line appearance/feature key buttons – with dual LEDs (red, green) and paper labels (Printing tool available). Note: For typical installs, the first 3 buttons are reserved for standard call appearances; a minimum of 2 call appearance buttons is needed for standard operation.
  - Three contextual softkey buttons.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Features Menu:** Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings, etc. On screen status indication for activated features like call forwarding.
- **Speakerphone:** High quality two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:**
  - Centralized call log and contact application, fully transparent between 108/1608/1416/1616 phone, 9600 phones and one-X Portal for IP Office.
  - Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls).
  - Access to company directory and Visual Voice applications on IP Office.
- **Upgradeable Firmware:** Yes.
- **Expansion:** None.
- **Color:** Black.
- **Mounting:** Desk or wall mountable with optional wall mount adapter.

Requirements for 1408:

- Connect to: Digital Station (DS) port.
- Power Supply: From phone system.

Requirements for IP interface (1608, 1608-I):

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) class 2 device or optional wall plug local power supply.
- **Codecs/audio:** G.711, G.729a/b, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation.
  - Well suited for everyday use, where typically smaller sized data files transferred (web, email file attachments) or less demanding data-transfer application/usage (thus less sensitive to data transfer completion times).
  - For highly demanding data traffic processing with large amounts of small packets we recommend the 1616 phone for full speed data throughput.
  - Support of optional Gigabit Ethernet Adapter.

Language Support:

- 1408/1608: Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone)

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1616 IP Telephone 1416 Digital Telephone

This telephone is best suited for the Receptionist/Assistant User.

Works on:	IP Office	Communication Manager
1616	✓	✓
1616-I	✓ (R6)	✓
1416	✓	✓ (in future)

The Avaya 1416/1616 supports 16 line appearances/feature keys on the phone itself – and up to 3 x 32-button expansion modules, providing access to a total of 112 line/feature keys or speed dial buttons. This will satisfy the needs of even the most demanding secretary or receptionist. Each of the buttons features a dual LED (red, green) providing explicit status for the user. For a familiar look and feel, the 1416/1616 includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold, and mute. In addition, the 1416/1616 includes a high quality two-way speakerphone, and supports a broad portfolio of Avaya wired and wireless headsets through its integrated headset jack.

The 1416/1616 features a context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs. The display on the 1416/1616 measures four lines by 24 characters and is adjustable for optimum viewing angle. Additional caller related information is displayed with active appearances for easier call handling. The display is backlit for easier viewing in all lighting conditions.

The newly introduced 1616-I is functionally equal to the 1616 but features a higher quality graphical display with white backlight, identical to the display of the digital 1416 telephone.

Common Features:

- **Display/Housing:**
  - Backlit display – 4 rows by 24 characters with adjustable display angle. Green backlight for 1616, white backlight for 1616-I, 1416.
  - Dual position flip stand.
- **Fixed Buttons:** 15 plus Four-way navigation cluster button.
  - Volume up/down (separate volume levels for the handset, speaker, and ringer), Mute button, Speaker button, Headset button.

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- Avaya Menu button (options and settings access), Telephony application button – to return to main telephone screen.
- Hold button, Conference button, Transfer button, Drop button.
- Contacts button, Call log button, Redial button, Quick-access voicemail Message button.

- **Programmable/Contextual buttons:** 19.
  - 16 line appearance/feature key buttons – with dual LEDs (red, green) and paper labels (Printing tool available). Note: For typical installs, the first 3 buttons are reserved for standard call appearances; a minimum of 2 call appearance buttons is needed for standard operation.
  - Three contextual softkey buttons.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Feature Menu:** Mobile cell phone style menu with access to most often used features like Call Forwarding, Park, Settings etc. On screen status indication for activated features like call forwarding.
- **Speakerphone:** High quality two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Yes - ergonomic hearing aid compatible handset also supporting TTY acoustic coupler.
- **Message Waiting Indicator:** Yes - also useable as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:**
  - Centralized call log and contact application, fully transparent between 108/1608/1416/1616 phone, 9600 phones and one-X Portal for IP Office.
  - Contacts application (up to 100 entries) and Call Log (Missed, Incoming, Outgoing, up to 30 calls).
  - Access to company directory and Visual Voice applications on IP Office.
- **Upgradeable Firmware:** Yes.
- **Expansion:** Module interface.
  - 1616: For up to 3 * BM32 32-button expansion modules (Note: An external power supply is needed for all installs with more than 1 button module).
  - 1416: for up to 3 * DBM32 32-button expansion modules (Note: An external power supply is needed in any case): Note: While the 1416 supports three DBM32, availability of the DBM32 will be slightly delayed compared to availability of 1416.
- **Color:** Black.
- **Mounting:** Desk or wall mountable with optional wall mount adapter.

Requirements for 1416:

- Connect to: Digital Station (DS) port.
- Power Supply: From phone system.

Requirements for IP interface (1616 and 1616-I):

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) class 2 device or optional wall plug local power supply.
- **Codecs/audio:** G.711, G.729a/b, Dynamic Jitter buffer, Echo Cancellation, Comfort Noise, Automatic Gain Control.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN).
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC with VLAN separation. Support of optional Gigabit Ethernet Adapter.

Language Support:

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- 1416/1616: Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese and Russian (English and 4 of the other languages at once in the phone).

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BM32 Button Module for 1616 IP Phones DBM32 Button Module for 1416 Digital Phones

The DBM32/BM32 Button Module extends the number of feature buttons on your Avaya 1416 Digital/1616 IP Telephone. It provides 32 additional buttons all with dual LEDs (red, green) for easy visibility.

Up to 3 DBM32/BM32 button modules can be connected to a 1416/1616 phone. The total number of DBM32/BM32 button modules supported on one IP Office system is 32, subject to the total system limits. Please refer to System Button Module Support 88 for the total system limitations of button modules on IP Office.

Note that the DBM32 can only be used with the Digital 1416 while the BM32 is for use with the 1616 IP phone.

Typical uses are:

- to provide additional lines for calls bridged from one or more other extensions
- to provide abbreviated dialing buttons
- to provide buttons to access additional switch features like call forwarding

Please note that a external power supply is always needed for a DBM32 connected to a 1416 telephone and is needed when connecting more then one BM32 to a 1616 telephone.

The DBM32 module is planned to become available during the first half of 2010.

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5402, 5602 SW, 2402, 4602 SW Telephone

These telephones are best suited for the Walkup User.

Telephone	Works on IP Office	Works on IP Office and Communication Manager
5402	✓	✗
5602 SW	✓	✗
2402	✓*	✓
4602 SW	✓	✓

*Early 2402 telephones can make and receive call but the display will not function.
Note: The 5602 SW and 4602 SW phones are supported by IP Office Release 6 but are no longer available for new sales.

Common Features:

- **Display:** 2 lines x 24 characters.
- **Fixed Feature Buttons:** 10 - Conference, Transfer, Drop, Redial, Speaker, Messages, Hold, Mute, Volume Up, Volume Down.
- **Programmable Feature Buttons:**
  - **DS Phones:** 2 plus an additional 12 programmable feature keys can be accessed via the **FEATURE** key.
  - **IP Phones:** 2.
- **Key Labels:** Icons and text used on fixed feature keys. Display labels and icons used on 2 programmable feature keys.
- **Speakerphone:** Listen-only handsfree speaker (no microphone).
- **Hearing Aid Compatible:** Yes.
- **Message Waiting Indicator:** Yes. On the 2402 and 5402 this is can also be used as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes- 8 (via Conference button when idle).
- **Headset Socket:** No, this telephone does not support headset operation.
- **Embedded Applications:** None.
- **Upgradeable Firmware:** DS Phones - No. IP Phones - Yes.
- **Expansion:** None.
- **Color:** Multi-gray.
- **Mounting:** Desk or wall mountable.
- **Adjustable Desk Stand:** No.

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Requirements for 5402 and 2402:

- Connect to: Digital Station (DS) port.
- Power Supply: From phone system.

Requirements for 5602 SW and 4602 SW:

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit (Avaya 1151 series).
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch for PC pass-through connection.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.
  - Phone has priority over PC port at all times.

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5410, 5610 SW, 2410, 4610 SW Telephones

These telephones are best suited for the Receptionist/Assistant User.

Telephone	Works on IP Office	Works on IP Office and Communication Manager
5410	✓	✗
5610 SW	✓	✗
2410	✓	✓
4610 SW	✓	✓

Note that 4610, while supported on IP Office R6, is not longer available for new sales

Common Features:

- **Display:** 5 lines x 29 characters (168 x 80 pixel 4-grayscale).
- **Fixed Feature Buttons:** 10 - Conference, Headset, Transfer, Drop, Redial, Speaker, Hold, Mute, Volume Up, Volume Down.
- **Programmable Feature Buttons:**
  - **DS Phones:** 12 - in 2 switchable display pages of 6 matching the 6 physical display buttons.
  - **IP Phones:** 24 - in 4 switchable display pages of 6 matching the 6 physical display buttons.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Speakerphone:** Two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Yes.
- **Message Waiting Indicator:** Yes - can also be used as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:** Speed Dial List (48) and Call Log (Missed, Incoming, Outgoing). Also WAP WML browser supported on IP phone models.
- **Upgradeable Firmware:** Yes.
- **Expansion:** None.
- **Color:** Multi-gray.
- **Mounting:** Desk or wall mountable.
- **Adjustable Desk Stand:** Yes - Supplied with phone.

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Special Features for the 5410 and 2410:

- **Messages Button:** Dedicated button to collect voicemail.

Requirements for 5410 and 2410:

- **Connect to:** Digital Station (DS) port.
- **Power Supply:** From phone system.

Requirements for 5610 and 4610:

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit (Avaya 1151 series).
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch for PC pass-through connection.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.
  - Phone has priority over PC port at all times.

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5420, 5621, 2420, 4621, 4625 Telephones

These telephones are best suited for the Executive User and with the optional EU24 Button Module good for the Receptionist/Assistant User.

Telephone	Works on IP Office	Works on IP Office and Communication Manager
5420	✓	✗
5621 SW	✓	✗
2420	✓	✓
4621 SW	✓	✓
4625 SW	✓	✓

Note that 4621 and 4625, while supported on IP Office R6 are not longer available for new sales.

Common Features:

- **Display:** 7 lines x 29 characters.
- **Fixed Feature Buttons:** 10 - Conference, Headset, Transfer, Drop, Redial, Speaker, Hold, Mute, Volume Up, Volume Down.
- **Programmable Feature Buttons:**
  - **DS Phones:** 24 - arranged in 3 switchable display pages of 8 matching the 8 physical display buttons.
  - **IP Phones:** 24 - arranged in 2 switchable display pages of 12 matching the 12 physical display buttons.
- **Key Labels:** Icons and text used on fixed feature keys.
- **Speakerphone:** Two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Yes.
- **Message Waiting Indicator:** Yes - can also be used as a ringing call alert indicator.
- **Personalized Ring Patterns:** Yes - 8.
- **Headset Socket:** Yes.
- **Embedded Applications:** Speed Dial List (104) and Call Log (Missed, Incoming, Outgoing). Also WAP WML browser supported on IP phone models.
- **Upgradeable Firmware:** Yes.
- **Expansion:** Supports the EU24 DSS expansion module (with additional Avaya 1151 power supply).
- **Color:** Multi-gray.
- **Mounting:** Desk or wall mountable.
- **Adjustable Desk Stand:** Yes - Supplied with phone.

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Special Features for the 5420 and 2420:

- **Messages Button:** Dedicated button to collect voicemail.

Requirements for 5420 and 2420:

- **Connect to:** Digital Station (DS) port.
- **Power Supply:** From phone system.

Requirements for 5621 SW, 4621 SW, 4625 SW:

- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit (Avaya 1151 series).
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** Yes.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch for PC pass-through connection.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.
  - Phone has priority over PC port at all times.

Special Features for 5621 SW and 4621 SW:

- **Display Backlight:** The display has a backlight for improved contrast. Standby mode turns off backlight after time-out.

Special Features for 4625 SW:

- **Color Backlight Display:** The display is full color and has a backlight for improved contrast.

Note: While still supported, the 5620SW and 4620SW phones are no longer available for purchase.

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EU24 and EU24 BL Expansion Modules

The EU24/EU24BL are phone expansion modules that work in association with a 5420, 5620/1, 2420, 4620/1, 4625 phones. They provide an additional 24 programmable buttons with associated display label and status icons. Only one EU24 can be used per phone. The EU24BL has a backlight and is for use with the 4621 and 5621 only.

The EU24/EU24BL supports an additional 24 Call Appearance/Feature buttons, by displaying a column of 12 buttons at a time, with a dotted line separating the two columns.

Common Features

- 24 Programmable call appearance/feature keys.
- Automatically labeled from the system (no paper labels).
- Connects directly to the associated phone.
- Requires an Avaya 1151 series power supply, even for IP phones already using Power over Ethernet (PoE).
- IP Office supports a maximum of eight EU24/EU24 BL's on each IP Office system, subject to total system limits. Please refer to System Button Module Support 88 for the total system limitations of button modules on IP Office.

Telephone	EU24	EU24BL
2402/5402	✗	✗
2410/5410	✗	✗
2420/5420	✓	✗
4601/5601	✗	✗
4602/5602	✗	✗
4610/5610	✗	✗
4620/5620	✓	✗
4621/5621	✓	✓
4625	✓	✓

Note that EU24 BL, while supported on IP Office R6, is not longer available for new sales.

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T3 Telephones

The T3 range of digital Upn and IP telephones provide European style with context sensitive displays and are available in select European countries only.

T3 Compact

This telephone is best suited for the Walkup User. It is available in Europe only.

Common Features:

- **Display:** 1 line with 24 characters alphanumerical plus one line of icons
- **Fixed Feature Buttons:** 3 keys with printed text labels and 2 for Audio Volume control
- **Programmable Feature Buttons:** 3 keys with indicators and printed text labels, 2 keys with printed text labels
- **Speakerphone:** Full duplex handsfree speaker and microphone.
- **Hearing Aid Compatible:** Through optional handset
- **Message Waiting and call log Indicator:** Yes
- **Personalized Ring Patterns:** Yes, 8 ring patterns
- **Embedded Applications:** Navigation Cursor Control, Call signaling via LED and/or ringer; Alphanumeric entry via dialing keypad.
- **Color:** Graphite gray or polar white.
- **Mounting:** Desk or optional wall mountable.
- **Adjustable Desk Stand:** No

Features for T3 Upn only:

- **Upgradeable Firmware:** No.
- **Optional Add-Ons:** Up to 3 DSS Modules. T3 Headset link for wired headsets.
- **Headset Socket:** No. Optional headset add-on available.
- **Connect to:** Digital Station (DS) port.
- **Power Supply:** From phone system.

Features for T3 IP only:

- **Upgradeable Firmware:** Yes
- **Headset Socket:** Yes
- **Optional Add-Ons:** No
- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit.
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** No.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.

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T3 Classic

This telephone is best suited for the Everyday User. It is available in Europe only.

Common Features:

- **Display:** 4 lines x 26 characters
- **Fixed Feature Buttons:** 5 preprogrammed keys with printed text labels and 2 for Audio Volume control
- **Programmable Feature Buttons:** 6 preprogrammed keys with indicators and printed text labels, 4 programmable keys with printed text labels
- **Speakerphone:** Two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Through optional handset
- **Message Waiting and call log Indicator:** Yes
- **Personalized Ring Patterns:** Yes, 8 ring patterns.
- **Headset Socket:** No. Optional headset add-on available.
- **Embedded Applications:** Navigation Cursor Control, Call signaling via LED and/or ringer; Alpha entry via dialing keypad.
- **Optional Add-Ons:** Up to 3 DSS Modules. T3 Headset link for wired headsets.
- **Color:** Graphite gray or polar white.
- **Mounting:** Desk
- **Adjustable Desk Stand:** Display adjustable

Features for T3 Upn:

- **Upgradeable Firmware:** No.
- **Optional Add-Ons:** up to 3 DSS Modules
- **Connect to:** Digital Station (DS) port.
- **Power Supply:** From phone system.

Features for T3 IP:

- **Upgradeable Firmware:** Yes.
- **Optional Add-Ons:** up to 3 DSS Modules with AEI/Headsetlink,
- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit.
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** no.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.

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T3 Comfort

This telephone is best suited for the Executive as well as the Receptionist/Assistant User. It is available in Europe only.

Common Features:

- **Display:** 17 lines x 40 characters, Integrated keyboard
- **Fixed Feature Buttons:** 5 preprogrammed keys with printed text labels and 2 for Audio Volume control
- **Programmable Feature Buttons:** 6 preprogrammed keys with indicators and printed text labels, 6 preprogrammed keys with printed text labels, 10 user programmable keys with associated display labels.
- **Speakerphone:** Two-way handsfree speaker and microphone.
- **Hearing Aid Compatible:** Through optional handset
- **Message Waiting and call log Indicator:** Yes
- **Personalized Ring Patterns:** Yes, 8 ring patterns.
- **Headset Socket:** No. Optional headset add-on available.
- **Embedded Applications:** Navigation Cursor Control, Call signaling via LED and/or ringer
- **Optional Add-Ons:** Up to 3 DSS Modules. T3 Headset link for wired headsets.
- **Color:** Graphite gray or polar white.
- **Mounting:** Desk
- **Adjustable Desk Stand:** Display adjustable

Features for T3 Upn:

- **Upgradeable Firmware:** No.
- **Optional Add-Ons:** up to 3 DSS Modules
- **Connect to:** Digital Station (DS) port.
- **Power Supply:** From phone system.

Features for T3 IP:

- **Upgradeable Firmware:** Yes.
- **Optional Add-Ons:** up to 3 DSS Modules with AEI/Headsetlink,
- **Power Supply:** IEEE 802.3af Power over Ethernet (PoE) or individual power supply unit.
- **Codecs:** G.711, G.729a/b.
- **QoS Options:** UDP Port Selection, DiffServ and 802.1p/q (VLAN)
- **SNMP Support:** No.
- **IP Address Assignment:** Static or dynamic IP address assignment.
- **Ethernet Ports:** Two port full-duplex 10/100 BaseT Ethernet switch.
  - Auto-negotiation provided separately for each port.
  - 802.3 Flow Control.

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T3 DSS Expansion Modules

The T3 DSS Module is a phone expansion module that is compatible with all T3 Upn and T3 IP Telephones except the T3 IP Compact. Each module provides an additional 36 programmable buttons with associated printed text labels and indicators, and can be programmed for lines, groups or speed dial numbers. 3 DSS Modules can be added to each T3 phone. Power is provided by T3 Upn telephones, but an external power adapter is needed for each DSS module when used on T3 IP telephones.

T3 Comfort with T3 DSS Attached

IP Office 406, IP412 and IP500 support a maximum of 30 T3 DSS modules per control unit. Please refer to System Button Module Support 88 for the total system limitations of button modules on IP Office.

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System Button Module Support

IP Office supports a number of different button modules to provide phones with additional programmable buttons. The limits stated below are those applicable for the IP Office 4.2 2Q 2009 maintenance release and higher.

- **BM32:** *(1616)*
  Up to 32 DBM32s supported (32 buttons each, up to 1024 buttons).
- **DSS4450:** *(4412D+, 4424D+)*
  Up to 8 DSS4450 modules per system (maximum of 2 per DS expansion module, including the IP406v2) (50 buttons each, max 400 buttons).
- **DBM32:** *(1416)*
  Up to 32 DBM32s supported (32 buttons each, up to 1024 buttons).
- **EU24/EU24BL:** *(4620, 4621, 5420, 5620, 5621/4620, 4621, 5620, 5621)*
  Up to 8 EU24s per system (24 buttons each, max 196 buttons).
- **SBM24:** *(9630G, 9640, 9640G, 9650, 9650C)*
  Up to 42 SBM24s per system (24 buttons each, up to 1008 buttons).
- **T3 Series:** *(All T3 phones)*
  Up to 30 T3 DSS modules supported. (36 buttons each, up to 1080 buttons). T3 DSS buttons are not included in the overall system limit for additional button module buttons.
- **XM24:** *(6416+, 6424+)*
  Up to 10 XM24 units per system (maximum of 2 per DS expansion module, including the IP406v2) with a maximum of 1 per 6416+/6424+ phone (24 buttons each giving a maximum of 240 XM24 buttons).

The maximum number of additional button module buttons per system is 1024 (regardless of if the buttons are configured for use or not). Only exception is use of T3 DSS only where, if no other button modules are used, a total of 1080 buttons is supported:

- 12 x BM32 + 5 x EU24 + 20 x SBM24 is allowed (984 buttons in total).
- 15 x T3DSS + 15 x BM32 is allowed (1020 buttons in total).
- but NOT 8 x BM32 + 10 x EU24 (because it exceeds the maximum number of 8 EU24s, even though total buttons < 1024).
- and NOT 14 x BM32 + 5 x EU24 + 20 x SBM24 (total 1048 buttons, this exceeds the maximum 1024 buttons per system).

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Wireless and Remote Phone Solutions

Avaya IP Office Wireless Solutions include analog, digital and IP-based WiFi wireless phones. These are solutions employees can use every day to work more effectively and be more responsive to customers - all while increasing revenues and keeping communication costs firmly under control. Also, Avaya IP Office Mobility Solutions integrate seamlessly with IP Office, enhancing each customer's investment. IP Office's in-building Mobility Solutions improve communication with staff that, because of the function they perform, are mobile within the workplace. Using wireless technology, such individuals may be instantly contactable, with many obvious benefits;

- The wireless telephone is carried in the pocket, so users are not tied to the desk in order to remain in contact.
- Users may be contacted instantly to ensure fast, accurate decision making and immediate response to problems through planned radio coverage with no blind spots

Avaya Wireless and Remote Solutions

IP Office supports the following wireless solutions:

- DECT R4, is the mainstream IP based DECT solution, offered in the EMEA and NA regions and in selected APAC countries. With the new Compact base-station, it is also the first choice for small installs with smaller channel/capacity need.
- IP-DECT in the EMEA and NA regions and in selected APAC countries is also supported on IP Office. Note that the IP-DECT solution will be eventually completely replaced by DECT R4.
- Digital Wireless North American market.
- Avaya VoIP WiFi Solution offered worldwide in selected countries including North America, EU countries and selected others.

IP Office supports the following VPN remote phone solutions:

- VPN phone functionality on all supported 9600 phones. VPN functionality is a integral part of the 9600 software and does neither require a separate software load nor does it require a license.
- VPN phone client on 4610SW, 4621SW, 5610SW and 5621SW IP phones offered worldwide.

Which DECT solution should be used?

For all new installs, we strongly recommend selection of the new DECT R4 solution as future functionality additions will happen only on DECT R4. The new 3720 and 3725 handsets offer enhanced capabilities, the latter supporting a color screen and Bluetooth headset. The functionality GAP of DECT R4, requiring a AIWS server for corporate directory access, has been closed with Release 6, moving access to IP Office telephone book back onto the Master base-station.

While being fully supported on IP Office Release 5, the current IP-DECT solution with the 3701 and 3711 handsets will be replaced by the new DECT R4 solution with superior features in the upcoming future. End of Sale will be announced

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Wireless - DECT R4

The Avaya DECT R4 solution delivers the productivity-boosting benefits of IP and wireless communications across multiple offices in a convenient, lightweight handset. It provides businesses with a highly functional wireless solution with the ability to scale to support large numbers of users. This system also supports users in different offices connected via a WAN. The Avaya DECT R4 solution radio fixed part or IP base station (IPBS) connects to the IP Office using an IP protocol based on H.323.

Avaya's DECT R4 solution features all advantages of a full blown DECT solution for the enterprise market: Cost effective high wireless voice quality in a frequency band exclusively reserved for DECT that is secure, easy to deploy and enhance.

New with R6:

- Access to the IP Office directory has been moved back to the master base-station, therefore an AIWS server is not required if only IP Office directory access is needed. Please note that AIWS is still needed for all other additional functionalities like handset to handset SMS and remote software upgrade.
- New four-channel Compact Base Station for small installs and low users counts

The solution consists of:

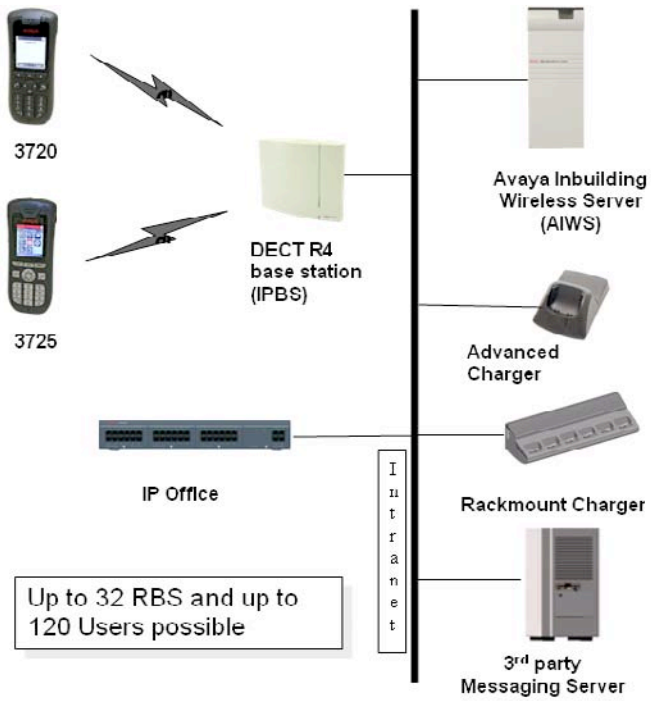
- Two wireless handsets.
- Two 8-channel radio base stations (with internal and external antennas) with IP interface for usage with IP Office.
- A cost efficient entry level base station "Compact" that support up to 4 channels. A system is limited to 5 of the RBS Compact at each time, expansion beyond 5 RBS is possible but requires the larger Base-stations.
- An appliance server for centralized functions like corporate directory and internal phonebook access, simple text messaging, integration of messaging and other external applications, centralized configuration and maintenance etc.

As the solution contains a handset with liquid protection and BlueTooth headset interface and an appliance server for attaching messaging applications it is especially well suited for verticals like healthcare and retail.

All handsets and radio base stations support the DECT frequency bands in EMEA, APAC, NAR and CALA with the same hardware and firmware. (Please check type approval for availability in the different regions)

The Avaya DECT R4 solution on IP Office supports up to 120 handsets and 32 base stations. Each base station can be powered over the LAN using the Power over Ethernet (PoE) standard. Each base station can be also powered by an external power supply. There are two versions of the base station (IPBS) available:, a standard base station with fixed antennas and an enhanced base station with a variety of external antennas (External antenna not available in the US). Both base-stations can be installed in an outdoor housing to provide an "external" base-station

Solution Overview



In all approved regions, this system supports the 3720 and 3725 handsets.

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IP DECT Radio Base Station (RBS)

The DECT R4 Radio Base Stations are used with IP Office only. It connects directly to a LAN switch using Ethernet cabling. The DECT R4 Radio Base Stations can either be powered by Power-over-Ethernet or by using external power supplies that are available as accessories.

Each standard DECT R4 Radio Base Station can handle up to eight concurrent calls while each Compact Radio Base Station can handle up to 4 concurrent calls. A special protocol called on-air synchronization ensures that active calls are seamlessly handed over from one DECT R4 Radio Base Station to the next one if a user with an active call roams through a building.

To make sure that the on-air protocol works and that the whole building is covered by the ranges of the DECT R4 Radio Base Stations a site survey is needed to determine the number and placement of the DECT R4 Radio Base stations within the building. Avaya offers these site surveys as a service offer by AGS as well as measurement kits for business partners who want to do these site surveys on their own.

The on-air synchronization as well as the access to the phonebook of IP Office is done by a special software (master server) that can run in parallel to the standard DECT R4 Radio Base Station software on the same hardware.

DECT R4 Radio Base Station with internal antennas

DECT R4 Radio Base Station with external antennas

Each base station has the following features:

- Two variants of the standard Radio Base Station: With Internal antenna and with External Antenna due to regulation, in the US only the base-station with internal antenna may be used.
- There are several antennas available for the base-station with external antenna: Standard, Directional Single, Directional Dual, Omnidirectional.
- One variant of the Compact Radio Base Station with internal antennas. The compact base station has the same look and feel as the base station with internal antenna.
- Outdoor housing available for both versions
- 8 Simultaneous voice and up to 12 signaling channels for the standard Radio Base Stations.
- 4 Simultaneous voice and up to 12 signaling channels for the compact Radio Base Stations.
- Codec G.711, G723, G.729a/b for base station IP trunk connection.
- Power Consumption
- Power over Ethernet or local power supply supported
- Power over Ethernet, IEEE 802.3af, class 2, typical 4W, maximum 5W consumption.
- Dimension: 200 (w) x 165 (d) x 56 (h) mm including mounting bracket
- Weight RBS: 450g.

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DECT Feature Overview

Given the degree of integration available to wireless users with DECT, there are a variety of means by which calls can be routed to wireless handsets:

- **Handover**
  While in motion, the handset performs continuous measurements to determine which DECT R4 base station has the strongest signal. The one that can be best received is defined as the active Base station. To prevent the handset from rapidly switching back and forth between two base stations that are equally well received, threshold values are used. Handover between base stations occurs seamlessly whether a call is active or not.
- **DECT Networking**
  An DECT R4 telephone can travel from one office to another which is connected over a wide area network (WAN) link and make and take calls. In this scenario the main DECT R4 controller remains at one "headquarters" location, with slave base stations in up to 31 other offices.
- **DDI/DID**
  Since each wireless handset is an extension on the IP Office system calls may be routed directly using a DDI/DID number.
- **Transfer**
  Calls may be transferred to DECT extensions by operators or other extension users and DECT extension users may transfer callers to any other extension user.
- **Hunt group compatibility**
  Wireless handsets may be programmed as members of groups and answer calls in the same manner as any other extension within that group.
- **Group working**
  Wireless handsets may be programmed as members of groups and attract calls in the same manner as any other extension within that group. DECT handsets must NOT be configured into collective groups.
- **Divert destination**
  Users may initiate any or all diverts from an Avaya desk phone to a wireless handset.
- **Twinning**
  Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension. Though not restricted to DECT, this feature is aimed primarily at users who have both a desk phone and a wireless extension. Calls from the secondary twinned extension are presented as if from the users main extension. Presentation of call waiting and busy is based on whether either of the twinned extensions is in use.
- **DECT R4 Capacities:**

Feature	DECT R4
Maximum Handsets	120
Maximum Base Stations if Master Server is on a standard RBS	32
Maximum Base Stations if Master Server is on a Compact RBS	5
Total Base Stations/Compact Base Stations	32
Total number of Compact Base Stations	5
Maximum simultaneous calls	100*

*May be limited by the available VCM voice compression channels for calls to non-IP destinations. DECT R4 on IP Office does not support Redundancy option.

- **Licensing and Redundancy**
  Other then IP-Dect, Dect R4 does not require any licensing by itself (next to the licensing for the appropriate VCM channels in IP Office). Dect R4 on IP Office does not support Redundancy option

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DECT R4 Inbuilding Wireless Server (AIWS)

The Avaya Inbuilding Wireless Server enhances the functionality of the DECT R4 with additional functionality such as IP Office and LDAP directory access, centralized management and software update as well as handset to handset SMS plus basic web messaging.

Avaya In-Building Wireless Server (AIWS) is a server for handling wireless services and messaging. It runs on a solid state embedded Server (AIWS Hardware). It comes pre-installed, with the appropriate features activated on that server.

For installation and maintenance, this server is managed by a PC using Windows Internet Explore (6.0 or above) and Sun's Java Runtime Environment.

Several variants of the server are available. All Servers come fully installed and preloaded with licenses so no extra installation is needed. There is no upgrade available from e.g. Basic to standard.

	Basic	Basic+	Standard	OAP
NTP Server *(IP Office can also act as NTP Server)*	X	X	X	X
Access To Central Phonebook	X	X	X	X
Access To Corporate Directories *(LDAP on CM /TFTP on IPO)* *(from release 6, central IP Office phonebook is also supported directly on the Master RBS)*	X (only IPO)	X (only IPO)	X (IPO & LDAP)	
SMS Handset to Handset	X	X	X	X
Basic Web Messaging	X	X	X	X
Netpage Web Messaging			X	
Software Download Over-The-Air		X (up to 32 handsets)	X (up to 120 handsets)	
Software Download Via Advanced/Rack Charger		X (up to 32 handsets)	X (up to 120 handsets)	
Centralized Handset Configuration Over-The-Air		X (up to 32 handsets)	X (up to 120 handsets)	
Centralized Handset Configuration Via Advanced/Rack Charger		X (up to 32 handsets)	X (up to 120 handsets)	
Virtual SIM Card		X (up to 32 handsets)	X (up to 120 handsets)	
AIWS as Protocol Converter				X (only OAP)

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DECT R4 Accessories

In addition to the standard chargers, a number of high functionality chargers exist:

- **Basic Charger**
  - Charges one DECT phone (3720 and 3725)
  - Charge time: 4 hours.

- **Advanced Charger**
  - Charges one DECT phone (3720 and 3725)
  - Supports easy replacement of telephones
  - Connected to configuration tool PDM (Portable Device Manager) via USB or Ethernet
  - Charge time: 4 hours.

- **Rackmount Charger**
  - Same functionality as the advanced charger but for up to 6 DECT phones (3720 and 3725)
  - Charge time: 4 hours.

- **Multiple Battery Charger**
  - Charges 6 batteries (3725).

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- **Portable Device Manager**
  Software to be used in combination with Advanced or Rackmount Charger in order to Manage the 3720 and 3725 phone:
  - Requirements: Windows XP® Professional, Service Pack 2 (SP2) or Windows Vista® Business operating system, Sun Java Runtime Environment (JRE) 6 or later, Acrobat Reader 5 or higher.

- **Other accessories**
  - Handset Basic Belt Clip
  - Handset Swivel Belt Clip
  - Handset Leather Case (3720 and 3725)
  - Handset Security Chain

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Wireless - Avaya IP DECT

Note: While still supported on IP Office release 6 and available for upgrades, we strongly suggest to use DECT R4 for new installs.

The IP DECT solution delivers the productivity-boosting benefits of IP and wireless communications across multiple offices in a convenient, lightweight handset. It provides businesses with a highly functional wireless solution with the ability to scale to support large numbers of users. This system also supports users in different offices connected via a WAN. The Avaya IP DECT solution radio fixed part (RFP) or base station connects to the IP Office using an IP protocol based on H.323.

The Avaya IP DECT solution supports up to 120 handsets and 32 base stations. Each base station can be powered over the LAN using the Power over Ethernet (PoE) standard. Each indoor base station can also optionally be connected to main power via an external power adaptor. Each outdoor base station can only be powered using PoE - no individual power supplies are available to power the outdoor IP DECT base station.

In EMEA and APAC this system supports the 3701 and 3711 handsets.

In North America, only the 3711 handset is supported.

Note: The regulatory requirements for the radio part (base station and Handset) are slightly different in the US and Canada compared to EMEA and APAC. Therefore, while providing the same functionality, the hardware is different in these two regions.

Each Base station has the following features:

- 8 simultaneous Voice and up to 12 Signaling Channels.
- Codec G.711, G.723, G.729 for base station IP trunk connection.
- Handover

  While in motion, the handset performs continuous measurements to determine which IP DECT base station has the strongest signal. The one that can be best received is defined as the active Base station. To prevent the handset from rapidly switching back and forth between two base stations that are equally well received, threshold values are used. Handover between base stations occurs seamlessly whether a call is active or not.
- DECT Networking

  An IP DECT telephone can travel from one office to another which is connected over a wide area network (WAN) link and make and take calls. In this scenario the main IP DECT controller remains at one "headquarters" location.

Given the degree of integration available to wireless users with DECT, there are a variety of means by which calls can be routed to wireless handsets:

- **DDI/DID**
  Since each wireless handset is an extension on the IP Office system calls may be routed directly using a DDI/DID number.
- **Transfer**
  Calls may be transferred to DECT extensions by operators or other extension users and DECT extension users may transfer callers to any other extension user.
- **Hunt group compatibility**
  Wireless handsets may be programmed as members of groups and answer calls in the same manner as any other extension within that group.
- **Group working**
  Wireless handsets may be programmed as members of groups and attract calls in the same manner as any other extension within that group. DECT handsets must NOT be configured into collective groups.
- **Divert destination**
  Users may initiate any or all diverts from an Avaya desk phone to a wireless handset.
- **Twinning**
  Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension. Though not restricted to DECT, this feature is aimed primarily at users who have both a desk phone and a wireless extension. Calls from the secondary twinned extension are presented as if from the users main extension. Presentation of call waiting and busy is based on whether either of the twinned extensions is in use. In North America this functionality became available in Release 4.0.7.

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Avaya IP DECT System licensing

A license is necessary for this functionality. This license is called the Avaya IP Office IP DECT Mobility Manager license. This license is entered through the main base station (ADMM) and is NOT entered through the IP Office System manager. A feature key server is NOT necessary to enable the IP DECT functionality.
No separate PC or software is required with this system.

In all regions, a "plug and play" licensing mechanism is available: It consists of a pre-licensed and ready to go two-base-station bundle ("IP DECT IPO STARTER KIT ") and two pre-licensed base stations ("IP DECT RFP32/34 UPG KIT") that can be added to the system independent of the number of licenses in ADMM. This allows easier deployment and upgrades of systems without the need to buy a separate upgrade-license. For IP Office we recommend to use the "Starter Kits" and the "Upgrade Kits" for new installations for added flexibility and to minimize the installation effort.

The bundles that have previously been available in EMEA will continue to be available and are compatible with the pre-licensed base stations described above, if the latest software is installed on the IP-DECT system, e.g. upgrade an existing 5-base-station system with an "Upgrade-Kit" when adding an extra base-station instead of upgrading the system-license to a 6+ license.

Additional upgrade licenses will continue to be available for systems that need to expand their current coverage or capacity.

IP DECT Capacities

Feature	IP DECT
Maximum handsets	120
Maximum base-stations	32
Total base-stations/repeaters	32
Maximum simultaneous calls	100*

*May be limited by the available VCM voice compression channels for calls to non-IP destinations.

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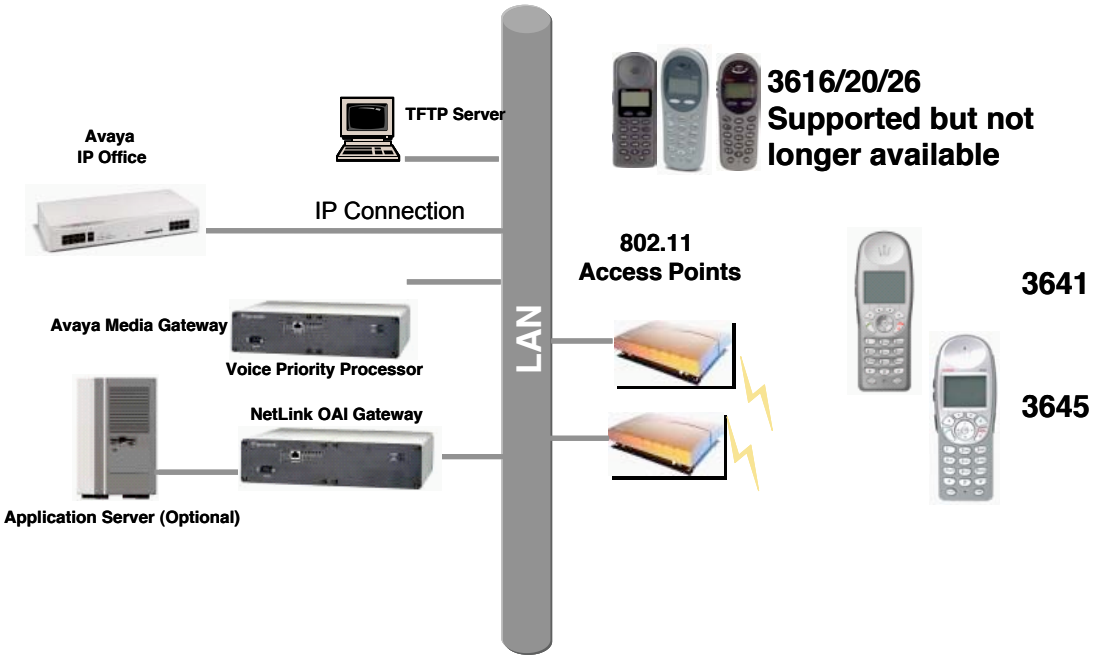
Wireless - WiFi (802.11)

The Avaya IP Wireless solution offers an advanced Voice over IP (VoIP) client for wireless networks. This solution allows SME's to take advantage of the cost savings and simplified management of a converged voice and data infrastructure.



The 3641 and 3645 phones provide an improved user-interface, a new lightweight design and a radio that supports several WiFi standards (802.11a/b/g). With these handsets customers have an increased choice to fit their needs and infrastructure.

Based on global standards for wireless LAN's, the Avaya IP Wireless Telephone Solution simplifies network infrastructure by enabling voice traffic to be carried along with data traffic over the same wireless network. 3616, 3620 and 3626 telephones are supported but no longer available from Avaya for direct sequence 802.11b WiFi networks; the 3641 and 3645 will also work in 802.11a and 802.11g networks. These phones are also field upgradeable through external TFTP clients (not included), so telephones can be updated with new protocols, features, and capabilities as they become available.

Users can have a choice of an executive or rugged workplace telephone and all the productivity benefits of their desk telephone in this next generation of wireless telephone solutions.

Wireless IP Terminals

Users can have a choice of 2 WiFi phones to meet their in building mobility needs:

- Both support the 802.11 a/b/g standards and up to 12 lines or selected features. Both of these handsets are resistant to dust and spraying water and therefore also suitable for harsh environments. They also offer office-quality speaker-phone functionality.
  - Avaya 3641 supports a broad range of enterprise applications and is ideally suited for general office, financial or hospitality industries. This compact handset offers a high-resolution backlight graphic display a new, improved user-interface and design and a lightweight form factor.
  - Avaya 3645 is a slightly larger version that in addition supports "push-to-talk" functionality for broadcast communication between employees. Due to its rubberized sized grips and the larger ear cup it is especially well suited in noisy and industrial environments.
  - Access to 2*6 lines or selected features through the "line" key and the "FCN" key (no individual labels are supported for the administered functions on the function keys, status information only for call appearances but not for line appearances).

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Avaya Voice Priority Processors

The Avaya Voice Priority Processor (AVPP) is an Ethernet LAN appliance that works with access points to provide Quality of Service (QoS) on the wireless LAN. All packets to and from the wireless phones pass through the AVPP and are encapsulated for prioritization as they are routed to and from IP Office. AVPP is fully compliant with the IEEE 802.11a/b/g standards.

AVPP is required for QoS because the current IEEE 802.11a/b/g wireless LAN standards provide only limited mechanism for differentiating audio packets from data packets. It also delivers quality of service by limiting the number of phones that are connected to one access point in order to avoid quality problems. In addition AVPP ensures that the phone can run in energy-efficient mode when not in use. The following AVPPs are available to meet customer needs:

- AVPP100: Serves 80 calls simultaneously.
- AVPP020: Serves 20 powered-on handsets.
- AVPP010: Serves 10 powered-on handsets.

Wireless Access Points

When using the Avaya Wireless IP solution, customers can utilize wireless access points from various vendors. The list of compatible wireless access points is large and constantly growing. Please visit http://www.polycom.com/support/voice/wi-fi/view_certified.html and select "WLAN Compatibility List" for the latest information.

Benefits

- Supports 802.11 a/b/g standards for Wi-Fi networks converging voice and data over a single network.
- Seamless integration with IP Office.
- Excellent voice quality on converged wireless networks.
- Lightweight, durable handsets specifically designed for workplace use.
- Improved display, battery life, processor power all with lower costs.
- Increased range of AVPP's to address the needs of diverse construct sizes.
- Multitude of accessories are available:
  - Dual Charger (full charge accomplished in approximately one and a half hours).
  - Quick Charger (full charge accomplished in approximately one and a half hours).
  - Single, Dual, and Quad Chargers for the 3641 and 3645 phones.
  - Belt Clip.
  - Nylon Pouch.
  - Carrying case with Lanyard.
  - Hands Free Pouch.
  - Noise canceling headset.
  - Over the ear headset.

Avaya IP Wireless Telephony Solution (AWTS) Open Application Interface (OAI) Gateway

The AWTS Open Application Interface (OAI) Gateway enables third- party software applications to communicate with the Avaya IP Wireless Telephones. This serves as a two-way messaging device. Many companies provide applications that interface to your in-house paging systems, email, and client-server messaging. Other vendors with complementary systems such as nurse call, telemetry, alarm, and control system manufacturers are currently developing applications to interface with the Avaya IP Wireless Telephone solution.

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3616 Wireless Telephone

While no longer available, this WiFi telephone is still supported on IP Office Release 6.

The Avaya 3616 IP Wireless Telephone is a WiFi (802.11b) telephone that runs using H.323.

The 3616 supports the following features:

- Lightweight innovative design .
- Simple to use.
- 802.11b standard-compatible.
- Radio Frequency 2.4000 – 2.835 GHz (SMI).
- Transmission type Direct Sequence Spread Spectrum (DSSS).
- FCC certification Part 15.247.
- Management of telephones via DHCP and TFTP.
- Voice encoding G711.
- Transmit Power 100mw peak, <10mW average.
- Wired Equivalent Privacy (WEP), 40bit and 128 bit.
- 2x16 character alphanumeric, plus status indicators.
- 4 hours talk time and 80 hours standby.

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3626 Ruggedized Wireless Telephone

While no longer available, this WiFi telephone is still supported on IP Office Release 6.

The Avaya 3626 Wireless Telephone is a WiFi standard (802.11b) telephone that runs using H.323.

The 3626 supports all of the features of 3616 with the following differences:

- Designed for industrial environments.
- Ruggedized durable design.
- Push-to-talk (walkie-talkie) feature for broadcast communications between employees.

Note: 3626 supports both R1.0 and R2.0 firmware on the set itself. However, as of R3.1 of IP Office, only 3626 phone R1.0 firmware is supported.

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3641 Ruggedized Wireless Telephone

The Avaya 3641 Wireless Telephone is a WiFi standard (802.11a/b/g) telephone that runs using H.323.

The 3641 supports the following features:

- Slim lightweight design with large display.
- Backlight display with Icons.
- Simple to use with improved user interface.
- Navigation and soft keys for simple access to frequently used operations.
- Office-quality speakerphone for handsfree operation.
- 802.11a/b/g standard-compatible.
- Radio Frequency 2.4000 GHz (b/g) or 5.8 GHz (a).
- FCC certification Part 15.247.
- Management of telephones via DHCP and TFTP.
- Voice encoding G711, G.729a.
- Wired Equivalent Privacy (WEP), 40bit and 128 bit and 802.11i (PSK) for secure communication.
- Lithium Ion Battery pack with up to 8 hours talk time and 160 hours standby.
- IP-53 Design (Liquid/dust protection).
- MIL 810F Design (Shock protection).
- Clips, cases, lanyard.

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3645 Ruggedized Wireless Telephone

The Avaya 3645 Wireless Telephone is a WiFi standard (802.11a/b/g) telephone that runs using H.323.

The 3645 supports all of the features of 3641 102 with the following additions:

- Push-to-talk (PTT) functionality for workgroup communication
- Enlarged earpiece for operation in noisy environments
- Rubberized grips for improved ergonomics and durability

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3720 DECT

This telephone is fully supported on the Avaya DECT R4 system.

However, it can also be used on an Avaya IP DECT system in "GAP-mode" with functionality limited to standard calling functionality, DECT roaming and handover. Access to IP Office central directory as well as time of day update is not available in GAP-mode.

Standard DECT handset:

- Black and white display with Backlight and Icons
- Loudspeaker / hands free
- Graphical user interface
- Four way navigation key
- 6 built-in UI languages
- Standby 180 hours , Talk Time 16 hours (under optimal conditions)

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3725 DECT

This telephone is fully supported on the Avaya DECT R4 system

However, it can also be used on an Avaya IP DECT system in 'GAP-mode' with functionality limited to standard calling functionality, DECT roaming and handover. Access to IP Office central directory as well as time of day update is not available in GAP-mode.

Standard DECT handset:

- Color Display with Backlight and Icons
- Loudspeaker / hands free
- Build in Bluetooth 2.0, supporting the "headset" profile. While others standard compliant headsets should work, Avaya has only tested and therefore guarantees functionality of the following headsets only:
  - SonyEricsson HBH-PV702
  - SonyEricsson HBH-GV435
  - SonyEricsson HBH-IV835
  - Plantronics Voyager510
  - Plantronics Explorer665
  - Nokia BH-201
  - Jabra BT8010
  - Motorola H350
  - Motorola H670
  - Samsung WEP410
- Graphical user interface
- Four way navigation key
- 19 built-in UI languages. However, in some languages menu items may appear in the English language.
- Standby 180h, Talk Time 16h (under optimal conditions) Bluetooth headset interface (Bluetooth 2.0, handsfree profile)
- Liquid and dust protected (IP 44)
- Multi-functional button (alarm call, answer call, etc.)
- Text message support (requires AIWS, 30 messages sent/received storable, message length 160 characters)

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Avaya 3720 and 3725 DECT Handsets Feature Overview

	Telephone	3720 DECT Telephone	3725 DECT Telephone
Keys:	**Keypad**	yes	yes
	Hook on/off buttons	yes	yes
	Softkeys	3	3
	Navigation cluster	4-way	5-way
	Volume buttons		yes
	Mute button		yes
	Alarm button		yes
Display:	**Display, illuminated**	112 x 115 pixels, Black and white	128 x 160 pixels, 64K colors
	Battery indicator	yes	
	Signal strength indicator	yes	
	Time and date display	yes	
Audio:	**Handsfree**	yes, 2-way speakerphone	
	Headset interface 2.5 mm	yes	
	Bluetooth 2.0 Headset profile	no	yes
	Supported Ring tones	14	14
	Ring tone volume	8 levels	
	Vibration	yes	
	Ringing options	Ring, Vibration, visual	
	Usage profiles	supported	
	Keyes beep	yes, selectable	
	Volume control	8 levels	8 levels
Features	**Message LED (Red-green)**	yes	yes
	Call log (Local)	25 entries	25 entries
	Local Directory/Contacts	250	250
	Access to IP Office Directory	Possible[1]	Possible[1]
	Support of Text Messaging	no	Optional[1]
	Phone lock	pin protected	pin protected
	Keyes lock	yes	yes
	Programmable "in Call Feature" menu	10 functions	10 functions
	Programmable "Call Services" Menu	10 functions	10 functions
	GAP compliant	yes	yes
Hardware:	**Battery**	Lithium Polymer	Lithium-Ion
	Standby/Talk time - No Bluetooth	160/16 hours	120/20 hours
	Standby/Talk time - with Bluetooth	n.a.	120/13 hours
	Charge time	4 hours	4 hours
	Dust/Liquid Protection level		IP 44
	Ruggedness	IEC 68-2-32, procedure 1, dropped 12 times from 1 metre	
	Size	133 × 53 × 24	134 × 53 × 26 mm

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	Telephone	3720 DECT Telephone	3725 DECT Telephone
	Weight	115 g (battery and clip included	130 g (battery and clip included)
	Belt clip options	none, standard, swivel	
Localization:	**Supported languages**	English,	Danish
		German	Dutch
		Spanish	English
		French	Finnish
		Russian[2]	French
		Downloadable language (one of 14[2])	German
			Italian
			Norwegian
			Portuguese
			Spanish
			Swedish
			Polish[2]
			Greek[2]
			Czech[2]
			Hungarian[2]
			Brasilian[2]
			Slovakian[2]
			Turkish[2]
			Russian[2]

1. Requires AIWS Server for integration with IP Office
2. Language supported on phone, IP Office menu items might appear in English.

The new DECT R4 handsets will work with the legacy IP DECT system. Nevertheless not all features available with the 3701 and 3711 handsets will be available on the DECT R4 handsets as well. An (incomplete) list of working features is:

- Subscription with PARK.
- Basic Call.
- Display Messages (with some limitations, e.g. truncation at end of line).
- Handover.
- Roaming.
- R-Key Handling (Enquiry call, Conference, ...).
- Feature Access Codes.
- Distinguish between internal/external calls.
- DTMF during call.
- Local call log (calling party numbers are transmitted).
- Local time and date.

Features already known to be not working with DECT R4 handsets and the legacy IP DECT system are

- Access of external directory (e.g. LDAP).
- Get time and date from the system.

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- WML (WAP access).
- SMS/Messaging (not a feature of the legacy IP DECT system).

Generally it is highly recommended to do a sample installation with one handset first before rolling out a larger set of DECT R4 handsets on a legacy IP DECT system

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3701 IP DECT

This telephone is fully supported on the Avaya IP DECT system

However, it can also be used on the Avaya DECT R4 system in 'GAP-mode' with functionality limited to standard calling functionality, DECT roaming and handover. The built in feature list will not work on DECT R4.

- Listen-only handsfree speaker.
- SOS Emergency key for speed dialing an emergency number.
- Information key that can be used for:
  - Phone number lists and voice mail indication.
  - Information and speaker key flash when active.
- 50 phone book entries in every handset
- 10 possible ring tones with temporary mute.
- 4-level signal strength display.
- Speaker and handset volume, 3-levels and mute capability.
- Manual and automatic key lock (1 minute timer).
- Temporary ring tone muting.
- Silent charging.
- 12 menu languages: Czech, Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish and Swedish. However, in the Czech and Norwegian language mode some menu items may appear in the English language.
- Illuminated 3-line graphic display (96 x 33 pixels), variable 3-level contrast.
- Stand-by time: Up to 100 hours.
- Talk time: Up to 10 hours.
- Charge time: max. 6 hours for empty batteries.
- Weight: 138 grammes including 3 AAA (NiMH) batteries.
- Dimensions (Height x Width X Depth): 146 x 55 x 28 mm.

Optional telephone accessories include:

- Desktop charger.
- An adapter cord for use with headsets.
- Heavy-duty belt clip.

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3711 IP DECT

This telephone is fully supported on the Avaya IP DECT system

However, it can also be used on the Avaya DECT R4 system in 'GAP-mode' with functionality limited to standard calling functionality, DECT roaming and handover. The built in feature list will not work on DECT R4.

The 3711 phone supports the same features as the 3701 IP DECT handset but with the following differences:

- Full handsfree speakerphone operation.
- Headset connection (2.5 mm jack).
- Vibrating alarm.
- Personal phone book with 100 entries
- Access to system phone book.
- Voice Mail indication.
- Choice from 30 ring tones.
- Speaker and handset volume, 7-levels and mute capability.
- Automatic call pick-up using a headset.
- 10 menu languages: Danish, Dutch, English, Finnish, French, German, Italian, Portuguese, Spanish and Swedish.
- Illuminated 5-line graphic display, (96 x 60 pixels), variable 7-level contrast.

Optional handset accessories include:

- Desktop charger.
- An adapter cord for use with headsets.
- Heavy-duty belt clip.

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Digital Wireless 3810 Telephone

Features

- 2-line, 32 character Handset Liquid Crystal Display (LCD).
- 10 hours of talk time, and 4 days of standby time.
- 4 displayed operation modes indicating Talk, Ringer On/Off, Battery Low, and Message Waiting.
- Single button access to fixed features – Hold, Transfer, Conference, and Redial.
- 4 programmable buttons to access features on the PBX.
- 20 Number Memory for quick and easy speed dialing
- 10 channels, supporting up to 10 simultaneous conversations in overlapping radio coverage areas.
- Headset jack.
- Ringer and Handset volume control.
- User selectable ring type.
- Vibrate alert.
- Redial Button
- Base Unit and Charger Unit.

The Avaya 3810 Wireless Telephone is a digital telephone designed to work with IP Office from release 2.0 and above by connecting to a Digital Station (DS) port. It offers the mobility inherent in a wireless telephone plus access to a number of features and functionality of the connected communications system.

A maximum of 5 Avaya 3810 wireless handsets can be connected to the same IP Office in any overlapping radio coverage area.

This phone is only available in the USA and Canada.

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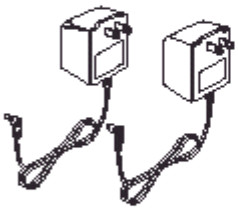
The Avaya 3810 is delivered as a single unit containing:

- Base Unit.
- Handset.
- Telephone Cord.
- Base Unit Power Supply Adapter.
- Charging Stand Power Supply Adapter.
- Rechargeable Battery.
- Belt Clip.
- Charging Stand.
- User and Installation Guide.
- Wall Plate Adapter.

Base Unit

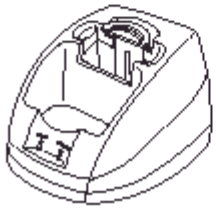
Handset

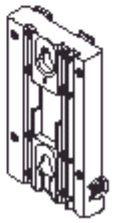
Telephone Cord


2 AC Adapters

Rechargeable Battery

Beltclip


Charger Unit


Wall Mount Stand

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VPN Phone Functionality

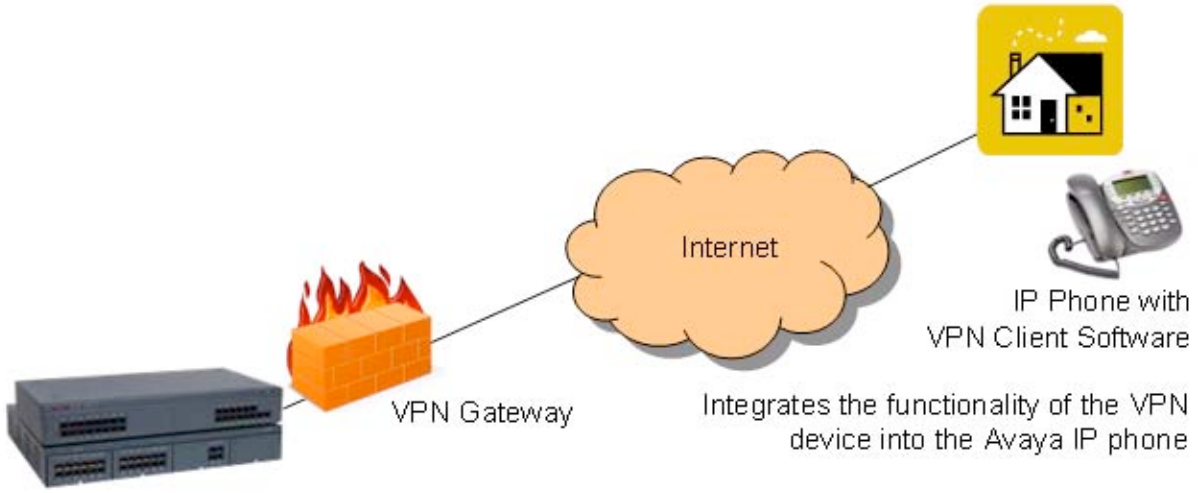
VPN Phone is a full-featured IP Telephony solution that provides secure communication over public ISP networks to an IP Office system at the company headquarters.

It is a software-only product that runs on the standard 5610/5620/5621 or 4610/21 IP telephones. In combination with one of these phones and the most popular VPN gateway products, the software extends enterprise telephony to remote locations.

VPN functionality is also supported on the new 9600 IP phones, not requiring a separate software load.

VPN Phones offer the full IP Office telephony features that are available on IP Office IP phones at the users desktop in a remote location like a home-office:

From release 6 onwards, no license for VPN functionality is needed for either 5600 or 9600 Series phones.



VPN Phone is ideal for IP Office customers supporting "work-at-home" users:

- Virtual Office workers
- Remote workers
- Remote call center
- Business continuity support
- Very small locations that require a single phone only
- Temporary installations such as conferences, off-site meetings, and trade shows

VPN Phone has been tested with a number of VPN-gateways from major vendors like Cisco or Juniper as well as with smaller VPN-access devices from companies like Adtran, Kentrox, Netgear, and SonicWall. Refer to the support pages (support.avaya.com) for a list of available application notes on VPN-gateways tested with each line of phones.

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Analog Telephones

As well as providing a lower cost alternative to system specific telephones, analog telephones can still deliver a high degree of functionality on IP Office. They are particularly appropriate in applications where users require lower entry costs and can be used with Phone Manager for a high proportion of call control.

Analog telephones that are compatible with caller display functionality can display the telephone number of the calling party if available. Simple programming of IP Office can convert that numeric display in to the company name associated with that number.

Feature activation by analog telephones is via short codes. IP Office is pre-programmed with a default set of short codes but these can be changed to mimic a legacy telephone system as required.

Avaya would like to stress that although most analog phones will work on IP Office - Avaya cannot guarantee that all analog phones in every region of the world will work on the IP Office.

- Analog phones connect to IP Office via ports marked PHONE ports.

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Avaya 6200 Analog Telephone (North America)

The 6200 range of telephones are single-line analog phones that require one tip and ring pair for operation. This series of telephones have a Ringer volume control on the side of the telephone and a Handset volume control on the front of the phone. They use DTMF dialing only and support the Positive Disconnect function. In addition, these phones have a Message light, a recall button that allows access to system features, a redial button that allows automatic redial, a hold button with a single associated light, and a data jack on the rear of the telephone. The 6219 phone adds 10 programmable dialing buttons and the 6221 phone adds a built-in speakerphone with mute capability.

Analog Telephone Features	6211	6219	6221
Programmable buttons (10 buttons)	✗	✓	✓
Program Keylock	✗	✓	✓
Pause	✗	✓	✓
Redial	✓	✓	✓
Speaker	✗	✗	✓
Flash	✓	✓	✓
Hold (with indicator light)	✓	✓	✓
System Hold	✗	✓	✓
Mute	✗	✗	✓
Handset Volume Control	✓	✓	✓
Ringing Volume Control (3 position)	✓	✓	✓
Ringing Patterns (2)	✓	✗	✗
Personalized Ringing	✗	✓	✓
Message Waiting Light	✓	✓	✓
Desk/Wall Mount	✓	✓	✓
Data Jack	✓	✓	✓
Colors	White/Grey	White/Grey	White/Grey
Ringer Equivalency	0.7A, 1.6B	0.5A, 1.5B	0.5A, 1.5B
Hearing Aid Compatible	✓	✓	✓
Positive Disconnect	✓	✓	✓
DTMF Dialing	✓	✓	✓
Specialty Handset Support	✓	✓	✓

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Interquartz Gemini Phones (EMEA and APAC)

Avaya have tested the new generation Interquartz Gemini analog telephones with IP Office to ensure that telephone and system are compatible. The Gemini phones offer good value for money without compromising on quality. Their stylish design and rugged build quality make them a popular choice for buyers on a limited budget.

For sales enquiries and product information contact Interquartz at avaya-enquiries@interquartz.co.uk.

Basic telephone 9330-AV

- Visual Message Waiting Indication.
- Locking mute button with LED indicator.
- Last number redial.
- Recall button.
- Ringer volume adjust.
- Ringer indicator light.
- Wall mountable - no additional bracket required.
- Hearing aid compatible.
- Rubber feet to minimize slippage

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CLI Feature phone 9335-AV

All features of 9330-AV plus:

- Caller ID with 80 memories (shows date, time and new/repeat/answered/unanswered calls) .
- Large 3 line LCD display.
- IP Office feature activation through programmable keys.
- 100 name and number personal directory.
- 20 lockable direct access memories.
- Full handsfree working.
- Headset port.
- Switchable Time Break Recall 100 / 200 / 300 / 600 ms.
- Call timer.
- Alphanumeric keypad.
- Last number redial with 5 memories.

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Hotel Phone 9281-AV

- Removable inlay card for personalized logo printing.
- Triple standard message waiting light (high voltage, reverse polarity and voltage drop).
- 10 non-volatile memories.
- Ringer indicator light.
- Ringer volume and pitch adjustment.
- Last number redial and Recall button.
- Hearing aid compatible.
- Wall mountable – no additional bracket required.
- ELR/TBR switchable.
- MF Only.

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Doorphone Entry Systems for IP Office

Doorphones offer convenience and security. Depending on the needs of the environment, door phones may allow internal users to not only speak with someone who is outside, but also to easily allow the visitor entrance to the facility or residence. Doorphones can be connected to the Avaya IP Office base unit in a variety of ways, providing design flexibility based upon needs.

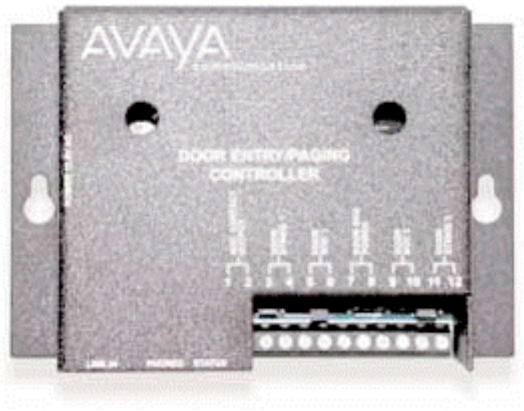
All of the IP Office base units include an external output port. Connections of doorphones to these ports enable the user to gain

access to the premises through default system short codes, through the optional Phone Manager Pro application, and through the optional VoiceMail Pro application. The flexibility of the IP Office provides the ability for short codes to be customized to a code more desirable for users. By using the Phone Manager Pro application, users can label the icons within the application a descriptive name such as Receiving Door or Front Door. The flexibility of VoiceMail Pro allows the visitor to enter a predetermined code from the phone granting access. This scenario is particularly useful in areas when co-workers are working at another site. Additionally, many doorphones can be connected to station or trunk ports available on IP Office.

The Avaya IP Office system offers three doorphone solutions to choose from:

- Avaya Universal Doorphone System (North America)
- Kalika Communications Doorphone Entry System (EMEA)
- Interquartz Doorphone (EMEA)

Avaya Universal Doorphone System:



- System consists of a controller and a speaker.
- The speaker is mounted securely on the wall and is connected to the controller, which normally resides in the equipment room. The controller is connected to a trunk port.
- Users with the trunk appearance will be notified when a visitor has pressed the Push button located on the weatherproof speaker.
- Each controller supports two speakers, for example Front Door and Back Door.
- Custom ringing mode distinguishes doorphone calls from external calls.
- Call waiting tones indicate which doorphone is calling and distinguish a doorphone call from an external line call.
- Calls can be placed on hold when visitors call from the doorphone.
- Commercial or residential security is provided via two-way handsfree communication from a door or gate.

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Kalika Communications Doorphone Entry System:

- Supports a doorway intercom system with up to 46 buttons.
- The system can be programmed to enable multiple extensions to answer and control the operation of the door and can be used with both single and multiple door entry systems.
- It is ideal for apartment complexes or where different companies occupy different floors and require their own unique door entry solution.
- The Kalika Communications Control Unit is available in several versions and is equipped to provide two-way voice communications, electrical lock control and label lamps.
- It is weatherproof and remotely programmable.
- For sales enquiries and product information contact Kalika Communications at info@kalika.co.uk.

Kalika also offers an RVI (Remote visual identification) application which can screen pop an image onto the Avaya browser based handsets. RVI is displayed frame by frame in a JPEG image form and is used as an identification tool. It is designed to complement the existing IP camera already supplied by Kalika.

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Interquartz Doorphone:

- Choice of models (1, 2, and 4 button).
- Slim design (16mm thick).
- Strong aluminium casing.
- Optional PC configuration.
- Remotely programmable via DTMF.
- Connection via analog extension port or trunk port.
- Relay lock control.
- Backlit inlay cards.
- Internal heating system.
- Day/Night service.
- Combination lock control.
- For sales enquiries and product information contact Interquartz at support@analogphonesavaya.com.

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Headsets

Avaya offers ergonomically designed communication headsets and amplifiers for the Avaya IP Office telephones. This full line of professional and contact center solutions set the standard in sound quality and durability. Avaya headsets are designed for maximum, all-day comfort and are available in styles that suit nearly any wearer and any usage pattern.

Whether you want the freedom to communicate handsfree while working at your desk, or the ability to roam while talking, you will find a solution that suits your individual needs.

Please check www.avaya.com for a current list of supported headsets.

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Summary

All Avaya telephones are designed to ensure that features and functions are easily accessible to the user - ensuring that, through ease of use, the full benefits of the system are delivered to the desktop.

The phones that support handsfree operation are intended for individual use only, not for group and conference room operation.

The telephones listed below are the preferred and premier range of telephones for use on the IP Office. These telephones are sold worldwide in every country that the IP Office is available. This telephone range consists of both digital and IP telephones.

IP Office worldwide digital phones:	IP Office worldwide IP phones:
• 1403 Telephone 69	• 9620L/9620C IP Telephone 60
• 1408 Telephone 71	• 9630G/9640/9640G IP Telephone 62
• 1416 Telephone 73	• 9650/9650C IP Telephone 64
• 5402 Telephone 77	• 1603 IP Telephone 68
• 5410 Telephone 79	• 1608 IP Telephone 68
• 5420 Telephone 81	• 1616 IP Telephone 68
	• 5610SW IP Telephone 79
	• 5621 IP Telephone 81

In addition to the telephones above, the IP Office supports a wide range of phones as listed below. However, note that some of these phones are only available in certain countries and regions.

Other digital/analog phones:	Other IP phones:
• T3 Compact (Upn and IP) 84	• 3641 Ruggedized Wireless (WiFi) Phone 102
• T3 Comfort (Upn and IP) 86	• 3645 Ruggedized Wireless (WiFi) Phone 103
• T3 Classic (Upn and IP) 85	• 3701 IP DECT Wireless Handset 109
• T3 DSS Module 87	• 3711 IP DECT Wireless Handset 110
• 2402 Telephone 77	• 3720 DECT R4 Wireless Handset 104
• 2410 Telephone 79	• 3725 DECT R4 Wireless Handset 105
• 2420 Telephone 81	• 3810 Wireless Telephone 111
• EU24/EU24BL DSS Unit 83	• 4610SW IP Telephone 79
• Analog Telephones 114	• 4621SW IP Telephone 81
• Interquartz Gemini 9281-AV, 9330-AV and 9335-AV analog telephones 116	

The following phones are fully supported on IP Office R6 but are no longer available for new sales.

Other digital/analog phones:	Other IP phones:
• 6408D Telephone	• 5601 IP Telephone
• 6416D Telephone	• 4601 IP Telephone
• 6424D Telephone	• 4602SW IP Telephone
• XM24 DSS Unit	• 5602SW IP Telephone
• 20DT DECT Telephone (with IP DECT only)	• 4610SW IP Telephone
• 4606	• 5620 IP Telephone
• 4612	• 4620/21 IP Telephone
• 4624	• 4625SW IP Telephone
• 4450 DSS Unit	• 3616 Executive Wireless (WiFi) Phone
	• 3620 Healthcare Wireless (WiFi) Phone

- For maximum cabling distances please refer to the IP Office Installation Manual.

Legacy Telephone Support

The following telephones are not supported by IP Office Release 6. They may function but have not been tested with IP Office Release 6 and any faults reported with IP Office Release 6 will not be fixed.

- 20DT Analog DECT used with IP Office Analog DECT and Compact DECT.
- TransTalk 9040

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